

**Office of Telecommunications Management**  
**Standard Voice Messaging Order Form (OTM-7)**

**SUBSCRIBER INFORMATION**

Subscriber's Phone Number ( ) _____	Subscriber's E-Mail Address _____ <span style="float: right;"><i>optional</i></span>
Mailbox Number ( ) _____ <span style="float: right;"><i>assigned by OTM</i></span>	Agency _____
User Name _____ <span style="float: right;"><i>print- last first</i></span>	Billing Account Unit _____
Site Contact _____ <span style="float: right;"><i>print- last first</i></span>	Contact's Phone # ( ) _____

**MAILBOX TYPE & FEATURES**

Please indicate mailbox type and/or extra features. For detailed descriptions see the Catalog of Services - Voice Messaging Services.

<b>"X" BASIC MAILBOX TYPE</b>	<b>"X" EXTRA COST OPTIONAL FEATURES</b>
<input type="checkbox"/> Small Telephone Answering Mailbox- VMS03	<input type="checkbox"/> Outcall Notification <i>(requires pager service)</i> <span style="float: right;"><small>VMS04; VMS06; VMS08</small></span>
<input type="checkbox"/> Medium Telephone Answering Mailbox- VMS05	<input type="checkbox"/> Medium Personal Fax - VMSFM <span style="float: right;"><small>OTM Assigned DID #: _____</small></span>
<input type="checkbox"/> Large Telephone Answering Mailbox- VMS07	<input type="checkbox"/> Large Personal Fax - VMSFL <span style="float: right;"><small>OTM Assigned DID #: _____</small></span>
<input type="checkbox"/> Interfaced Mailbox- VMS09	<input type="checkbox"/> Subscriber Locator - VMSSL
<input type="checkbox"/> Voice Mail Only Mailbox- VMS01	
<input type="checkbox"/> Transfer Mailbox- VMSTR <span style="float: right;"><small>transfer to mailbox number: _____</small></span>	
<input type="checkbox"/> Single Line Directory- SLDIR	

**OTHER MAILBOX TYPES**

<input type="checkbox"/> Name Directory- NMDIR
<input type="checkbox"/> After Hours Information Box – AFTHR

**FUNCTIONALITY**

- 1) If other telephone numbers forward or roll to this line, please list them here:  
\_\_\_\_\_
- 2) **Exit Out Feature:** If you would like callers to be able to press "0" to exit your voicemail and be transferred to another telephone number, please indicate that number here (this number should NOT have voice mail):  
\_\_\_\_\_
- 3) **Forwarding calls to Mailbox:** Calls will be forwarded to voice mail when your line is busy or not answered after 3 rings unless you specify otherwise here:  
\_\_\_\_\_
- 4) **If this is a Digital or ISDN Line,** do you have set buttons for Call Forward Busy, Call Forward Don't Answer and Call Forward Variable? *(These buttons may be labeled CFB, CFDA, CFV.)*  

<input type="checkbox"/> Yes	<input type="checkbox"/> Not a digital or ISDN line
<input type="checkbox"/> No	
- 5) **Mailing Address for Training Materials:**  
*(If your agency is in Baton Rouge and has a Messenger Mail address, please use that address):*  
\_\_\_\_\_  
\_\_\_\_\_  

<input type="checkbox"/> OTM mailed training materials	
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**APPROVAL**

*All requests must have the Agency Telecommunications Coordinator or OTM Project Manager's signature.*

_____ TC signature	_____ date	_____ phone number
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**For OTM use only**

Cat Code (1) _____	ECAS CFB to: _____	Entered in Database: _____
Cat Code (2) _____	ECAS CFDA to: _____	Date: _____
Cat Code (3) _____	No. of Rings: _____	OTM Project Code: _____
Message Waiting _____	Exit out to: _____	

## Instructions for Voice Messaging Order Form (OTM-7) (Revised 6/04)

### Subscriber Information

**Subscriber's Phone Number** Ten-digit telephone number.

**Mailbox Number** To be assigned by OTM.

**User Name** Printed name of mailbox subscriber. Print last name then first name.

**Site Contact** Printed name of the person to be contacted regarding the order and to coordinate training. The contact should be someone located at the site where services are being provided. Print last name then first name.

**Subscriber's E-Mail Address** E-mail address of mailbox subscriber.

**Agency** Agency where the voice messaging service will be located.

**Billing Account Unit** OTM billing account unit/cost center to be charged for the service.

**Contact's Phone #** The ten-digit telephone number of the agency site contact.

**Mailbox Type and Features** Mark the mailbox type and the features desired in addition to the basic mailbox with an "X".

A detailed description of the options is found in the OTM *Catalog of Services* Voice Messaging Services section. For assistance contact the OTM Voice Processing Section at 225-342-7857.

**Basic Mailbox Type** Mark **one** of the mailbox types listed.

**Transfer Mailbox** If ordering a transfer mailbox, enter the mailbox number where the messages for the subscriber's telephone number will be deposited.

**Extra Cost Optional Features** If needed, mark one or more of the features listed. If no optional features are being ordered, go to Functionality Section.

**Other Mailbox Types** Mark other mailbox type if needed.

### Functionality

- 1) List any seven-digit telephone numbers that are programmed to roll or forward to the subscriber's telephone number when they are busy or not answered.
- 2) If the Exit Out option is to be activated, write the ten-digit telephone number where callers will be transferred when they press "0."

Write "NA" if the Exit Out option is **not** to be activated.

- 3) Leave blank if calls will be forwarded to voice mail when the subscriber's line is busy or isn't answered after three rings. This is the default option. Otherwise:

State that calls will roll to another number before going to voice mail and provide the seven-digit telephone number that will receive the calls; or

State that calls will forward to voice mail only when the Call Forward Variable (72/73) feature is activated. Using the Call Forward Variable (CFV) feature means that voice mail will not answer until the CFV (72/73) feature is activated.

- 4) If this is **not** a Digital or ISDN Line, check "Not a digital or ISDN line." OTM will program the call forward busy/don't answer features according to your instructions under Question #3.

If this **is** a Digital or ISDN Line, and you have programmable buttons for Call Forward Busy, Call Forward Don't Answer and Call Forward Variable, check yes. You will be provided with the necessary codes to program these buttons. If not, check no. OTM will program the call forward busy/don't answer features according to your instructions under Question 3.

- 5) Complete mailing address where training materials are to be sent. In the Baton Rouge area, use the messenger mail address if applicable.

**OTM Mailed Training Materials** Leave blank

**Approval** All requests must have the agency telecommunications coordinator's signature.

**TC Signature** Signature of telecommunications coordinator.

**Date** Date when signature was obtained.

**Phone Number** Telephone number of telecommunications coordinator.

**For OTM Use Only** OTM to complete.

Upon approval, fax request to the OTM Voice Processing Group at 225-342-7965.